



Community transport Fact sheet

FACT SHEET



Information for community transport providers

Community transport operators play an important role in NSW by providing services for eligible seniors, pensioners, those with accessibility needs or those who have limited access to public transport under a community transport agreement with Transport for NSW. There are also opportunities for community transport providers to provide other services such as point to point transport services. This fact sheet will help community transport providers understand the role of point to point transport and what they need to do to become authorised and comply with safety obligations.

What is point to point transport in NSW?

In NSW, point to point transport is any passenger service, in a vehicle with 12 seats or less, that can take customers on the route they choose, at a time that suits them, for a fare. This includes rank and hail (taxi services) and booked services (limousines, rideshare services, airport transfers, taxis and other hire vehicles).

Passenger service means the transport of passengers by a motor vehicle (other than a bus) within, or partly within, NSW, for a fare.

What is Community Transport in NSW?

Community Transport is the transport, by a motor vehicle, of specified people under a community transport agreement with Transport for NSW.

The following are community transport services provided under contract with TfNSW.

- Commonwealth Home Support Program (CHSP).
- Community Transport Program (CTP) (for those who are transport disadvantaged).

Can I use my community transport vehicle to provide point to point transport services?

Yes, you can.

If you drive or operate a vehicle with 12 seats or less (including the driver), the vehicle meets the required specifications, and you are authorised as a Booking Service Provider or you accept bookings from another authorised booking service provider, you can use your vehicle to provide point to point transport passenger services.

In many cases, contracted community transport service providers have availability to provide other services as well – such as taking bookings for and transporting passengers which are not related to community transport.

If you would like to do this, then you may need to become an authorised Booking Service Provider.

For any information about Authorisation, please read our [Becoming an Authorised Service Provider fact sheet](#).

How do I know if the passenger service I am providing is under point to point transport?

If the passenger has paid a fare, it is a point to point transport journey. If your business is transporting people and has been paid by a third party, it is also a point to point transport journey. For example, a third party could be a club, a retirement village, or any other entity.

I provide passenger services for the NDIS and/or Department of Veterans Affairs, do I need to be authorised by the Point to Point Transport Commissioner?

Yes, you do.

If you are providing passenger services not covered by your community transport agreement with Transport for NSW, you may be required to be authorised to provide those services.

This includes services which may be provided under contract or on a booking basis, for instance, NDIS and Department of Veteran Affairs.

You will need to become authorised as a Booking Service Provider, and for instance, pay the Passenger Service Levy and report notifiable occurrences.

For any info about Authorisation, please visit our [Becoming an Authorised Service Provider fact sheet](#).

I provide complimentary passengers services for a local club, for instance the RSL, is this a point to point transport passenger service?

If you provide a complimentary passenger service, and you do not get paid or reimbursed for your services, it is not a point to point transport journey.

However, if you are contracted by a club to provide their free complimentary transport you may be providing point to point transport services. If you are unsure, you can call the Industry Contact Centre on 131 727.

When does a passenger service levy apply?

If you are providing a passenger service under point to point transport a \$1.20 fee (plus GST) applies to every passenger service transaction carried out by taxi and booking service providers. This means that the passenger service levy only applies to point to point transport bookings where there was a fare charged or payment made to carry the passenger.

For more information please visit the [Passenger Service Levy page on our website](#).

I have community transport passengers and point to point transport passengers in my vehicle at the same time. Is this possible?

Yes.

In one vehicle you may have community transport passengers – specified people who are being provided a passenger service under a contractual agreement with TfNSW and people who are being provided a booked passenger service for a fare.

To provide this type ‘blended’ service, the person or business taking the point to point transport booking must be authorised by the Commissioner and comply with their specific safety obligations.

Only the booked point to point passenger service will need to pay the passenger service levy.

What are some of the services I can provide if I become authorised to provide point to point transport?

Point to point transport authorisation allows for opportunities such as:

- Tendering for public transport passenger services like on demand or flexible route services.
- Private transport – such as shuttle services or airport transfers.
- Other Government contracts such as Icare transport.
- In areas where WAT’s are not available, Community Transport could seek to expand into providing that on demand service for community.

All of these opportunities are pure point to point transport commercial opportunities that are available for Community Transport to expand into.

Further education

Related resources are available from the [Learning Centre](#) and the following links:

- [Passenger Service Levy](#)
- [Becoming an Authorised Service Provider](#)
- [Point to Point Transport \(Taxi and Hire Vehicle\) Regulation 2016](#)

If you have any questions or need further information, please visit the Point to Point Transport Commissioner’s website pointtopoint.nsw.gov.au or call the Industry Contact Centre on 131 727.

Scan this QR code to
access the Learning Centre

